

Changes in drivers licensing process/function

Agency/Program #: 4110-12-I2
Division: 12-Motor Vehicle Division
Program: Drivers Licensing

Agency Name:	Department of Justice		
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Program or Project Description:

Motor Vehicle Division: Improved public access to Drivers Licensing Services

Appropriation, Expenditure and Source

Fund Name:	2008		2009		Approp & Expenditure numbers are as of April 15, 2008
	Approp.	Expended	Approp.	Expended	
General Fund	0	0	115,560	0	
State Special	0	0	77,040	0	
Federal Funds	0	0	0	0	
Total:	\$0	\$0	\$192,600	\$0	

Legislative Goal(s):

Improve customer service by providing driver licensing services in a more timely and efficient manner and enabling the Field Operations Bureau (FOB) to ensure the proper resources are available to assist customers by scheduling all visits to an exam station.

Legislative Performance Measure

- The ultimate goal of the MVD Driver Licensing Exam Station Appointment Scheduling process is to serve each customer within two weeks from the time in which the customer made the appointment.
 - Of the three driver licensing exam stations that currently require scheduled appointments, the Helena driver exam stations is unable to meet that two-week goal, at times, due to the staffing level. An additional FTE would enable the office to achieve the two-week scheduling goal.
- Currently the MVD schedules appointments for three driver licensing exam stations: Helena, Townsend and Bozeman. Customers filled out surveys on the scheduling process during the pilot project in 2006; nearly 95% of the surveys showed that customers found the process easier and more positive than just walking into the exam station.
- Before implementing the scheduled appointment policy, the Bozeman driver licensing exam station would average more than a three-hour wait for its customers. Since its implementation, employees and a majority of the customers have given positive feedback on the new scheduled appointment policy, as it eliminates the long waiting lines.
- The first-come, first-serve policy usually results in long waiting lines, several hours at some Driver Licensing Exam Stations, which in-turn increases frustration levels in both the customers and MVD employees. MVD employees in the appointment-only driver exam stations have reported happier customers, an increase in employee morale, and a decrease in employee turn-over rate since the appointment scheduling policy has been implemented.
- During the 2006 scheduling pilot project nearly 90% of the customers surveyed said that they recommended that other driver exam stations implement the appointment-only policy. In April 2008, the MVD plans to implement appointment scheduling, both online and by telephone, in all driver licensing exam stations statewide.

2009 Biennium Significant Milestones:**Completion Dates**

		Target	Actual
1	Provide driver licensing services within two weeks at each driver licensing station	Nov-08	
2	Provide services at Helena Exam within two weeks of request for appointment	Apr-08	Apr-08
3	Customer surveys return a 90% positive response	Nov-08	
4	Elimination of customer lines at driver licensing offices	Nov-08	
5	Decrease in employee turn-over rate at driver licensing scheduled locations	Nov-08	
6	Implementation of driver licensing scheduling statewide	Apr-08	

Agency Performance Report:

Through a combination of manual and Outlook-based scheduling procedures, existing staff members at the Motor Vehicle Division have implemented appointment scheduling at three driver license exam stations: Bozeman, Helena and Townsend.

The results have been very satisfactory. Customer lines have been eliminated at these three stations. Customer appointment wait times are either at or less than the original target wait period of two weeks. In one case, an additional FTE has been added to exam station staff so that the two week target could be achieved and sustained.

Employee morale has increased at the three affected driver license exam stations; no staff turnover has been experienced at any of these three stations since customer appointment scheduling began.

Customer satisfaction surveys have been temporarily suspended until a more effective survey tool can be developed, but anecdotal reports from staff clearly indicate that customers are pleased with the results of appointment scheduling.

Manual scheduling processes are inadequate for use on a statewide basis. However, commencing in July 2008, the appointment scheduling software that was requested and approved during the 2007 Legislative Session will be deployed for the intended purpose of appointment scheduling at all Montana driver license exam stations. Between July and November 2008, appointment scheduling will be put into practice statewide.

As appointment scheduling is implemented within the largest, busiest Montana markets, it is anticipated that customer appointment wait times will slip and will be longer than the targeted wait time of two weeks. In accordance with the Executive Planning Process, the Motor Vehicle Division has asked for additional FTE. These FTE will be properly allocated between all of the driver license exam stations as needed to achieve the stated scheduling goal.

LFD Narrative:

LFD ASSESSMENT – Warning, Statewide implementation of appointment scheduling will not be achieved until November 2008 rather than April.

DATA RELEVANCE - Current status of measure provided

APPROPRIATION STATUS - No expenditures to date

COMMENTS/ISSUES - Achievement of goal delayed. Agency indicates additional FTE may be requested for 2011 biennium

OPTIONS for Workgroup –

1. Accept and receive update in October including information on 2011 biennium budget request related to this item
2. Accept and do not receive update in October
3. Change LFD assessment to On- track or Critical

Version	Date	Author
AO-1	12/11/07	Gervais

Change Description
1st Report



DW-2	5/16/08	Gervais

June 2008 update, change version to reflect section D